

## Healthy Louisiana Open Enrollment Begins In October

**Medicaid members can make changes to their health or dental plan during Open Enrollment between October 15, 2023, and 6 p.m. on November 30, 2023.** Changes will go into effect next year on January 1, 2024. If a member makes no changes, they will keep the health or dental plan they have now.

**Open enrollment is not the same as renewal.** Open Enrollment is a chance for Medicaid members to change their health or dental plan with no reason. A health plan is a group of doctors, hospitals, and other providers who work together to provide Medicaid members the health care services they need.

Letters with information and instructions for choosing plans were mailed beginning in August to all members who are included in this open enrollment period. Members who have opted into emails or text messages were sent this information electronically.

Members can make a change to their health or dental plan by completing and returning the form included with their letter by mail or fax, on the Healthy Louisiana mobile app, online at [myplan.healthy.la.gov](http://myplan.healthy.la.gov), or by calling toll-free 1-855-229-6848. The Healthy Louisiana mobile app is free and available for download on [Apple](#) and [Android](#) devices.

Open Enrollment is the only time Medicaid enrollees can change health plans or dental plans without a qualifying reason, outside of their initial enrollment period.

There are six health plans to choose from:

1. Aetna Better Health of Louisiana
2. AmeriHealth Caritas Louisiana
3. Healthy Blue
4. Humana Healthy Horizons in Louisiana
5. Louisiana Healthcare Connections
6. UnitedHealthcare Community Plan of Louisiana

Additionally, there are two dental plans to choose from:

1. DentaQuest
2. MCNA

⇒ Members are encouraged to visit [myplan.healthy.la.gov](http://myplan.healthy.la.gov) when deciding whether to keep their current plan or change to another plan for 2024.

⇒ All health and dental plans offer the same basic benefits and health and dental management programs. Some also offer extra services, based on age and need, which are subject to change.

⇒ Comparison charts with details on each health and dental plan's extra services can be found [here](#).

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⇒ Members are also encouraged to confirm whether or not their providers are enrolled with their chosen health or dental plan. This information can be found at [myplan.healthy.la.gov](https://myplan.healthy.la.gov)

**If enrollees want to keep their current health and dental plans, they do not need to do anything. The enrollee will stay with their health and dental plan for another year, as long as they remain eligible for Medicaid.**

Members with questions can call 1-855-229-6848 (TTY: 1-855-526-3346), Monday through Friday from 8 a.m. to 5 p.m. The call is free.

Many members may get letters for both Open Enrollment and renewal. These are two separate requests. Members **must take action on their renewal mail** or they will lose their coverage. A member's Medicaid eligibility is not impacted by whether they do or do not respond to the Open Enrollment letter.

For more information on Medicaid renewals, visit [www.healthy.la.gov](https://www.healthy.la.gov).

## Information for the 2023-2024 Flu and RSV Seasons

Compiled by  
Office of Outcomes Research and Evaluation  
College of Pharmacy  
The University of Louisiana Monroe

According to a 2018 CDC [study](#) published in *Clinical Infectious Diseases*, an average of 8 percent of the U.S. population gets sick from flu each season. The first and most important step in preventing flu is to get a flu vaccine each year. Flu vaccine has been shown to reduce flu related illnesses and the risk of serious flu complications that can result in hospitalization or even death.

### Key Points from the 2023-2024 CDC Flu Vaccination Recommendations

- Groups recommended for vaccination:
  - Routine annual influenza vaccination is recommended for all persons aged  $\geq 6$  months who do not have contraindications.
  - If vaccine supply is limited, vaccination efforts should focus on vaccination of persons at higher risk for medical complications attributable to severe influenza who do not have contraindications.
- For most persons who need only one dose of influenza vaccine for the season, vaccination should ideally be offered during September or October. However, vaccination should continue throughout the season as long as influenza viruses are circulating.
- Vaccination during July and August is not recommended for most groups. Additional timing considerations can be found in the 2023-2024 CDC flu vaccination recommendations.
- A couple of differences between the updated 2023-2024 flu recommendations and the previous 2022-2023 season include:
  - The composition of flu vaccines has been updated. These recommendations include one update compared to the 2022-2023 U.S. flu vaccine composition. The influenza A(H1N1)pdm09 vaccine virus component was updated for egg-based and cell- or recombinant-based flu vaccines.
  - People with egg allergy may get any vaccine (egg-based or non-egg-based) that is otherwise appropriate for their age and health status. Previously, it was recommended that people with severe allergy to egg (those who have had any symptom other than hives with egg exposure) be vaccinated in an inpatient or outpatient medical setting. Beginning with the 2023-2024 season, additional safety measures are no longer recommended for flu vaccination of people with an egg allergy beyond those recommended for receipt of any vaccine, regardless of the severity of previous reaction to egg. All vaccines should be given in settings where allergic reactions can be recognized and treated quickly.

- Flu vaccination is especially important for those who are at higher risk of developing serious flu complications. These include:
  - Adults 65 years and older
  - Children younger than 2 years old
  - Asthma
  - Neurologic and neurodevelopment conditions
  - Blood disorders (such as sickle cell disease)
  - Chronic lung disease (such as chronic obstructive pulmonary disease [COPD] and cystic fibrosis)
  - Endocrine disorders (such as diabetes mellitus)
  - Heart disease (such as congenital heart disease, congestive heart failure and coronary artery disease)
  - Kidney diseases
  - Liver disorders
  - Metabolic disorders (such as inherited metabolic disorders and mitochondrial disorders)
  - People who are obese with a body mass index [BMI] of 40 or higher
  - People younger than 19 years old on long-term aspirin- or salicylate-containing medications.
  - People with a weakened immune system due to disease (such as people with HIV or AIDS, or some cancers such as leukemia) or medications (such as those receiving chemotherapy or radiation treatment for cancer, or persons with chronic conditions requiring chronic corticosteroids or other drugs that suppress the immune system)
  - People who have had a stroke
  - Pregnant people and people up to 2 weeks after the end of pregnancy
  - People who live in nursing homes and other long-term care facilities
  - People from certain racial and ethnic minority groups are at increased risk for hospitalization with flu, including non-Hispanic Black persons, Hispanic or Latino persons, and American Indian or Alaska Native persons
  - Although all children younger than 5 years old are considered at higher risk of serious flu complications, the highest risk is for those younger than 2 years old, with the highest hospitalization and death rates among infants younger than 6 months old.

For more information about the 2023-2024 updated recommendations, visit [Prevention and Control of Seasonal Influenza with Vaccines: Recommendations of the Advisory Committee on Immunization Practices — United States, 2023–24 Influenza Season | MMWR \(cdc.gov\)](https://www.cdc.gov/mmwr/preview/mmwrhtml/6204a1.htm).



[FluVaxView](#) is an interactive CDC website where healthcare providers can view available current season preliminary influenza vaccine data using interactive maps, trend lines, bar charts, and data tables.

### **Respiratory Syncytial Virus Infection (RSV) - For Healthcare Providers**

Respiratory syncytial virus (RSV) is recognized as one of the most common causes of childhood illness and is the most common cause of hospitalization in infants. It causes annual outbreaks of respiratory illnesses in all age groups. In most regions of the United States, RSV season starts in the fall and peaks in the winter, but the timing and severity of RSV season in a given community can vary from year to year.

Healthcare providers should consider RSV in patients with respiratory illness, particularly during the RSV season. For more information about recommended infection prevention and control practices in healthcare settings, see [CDC's 2007 Guidelines for Isolation Precautions: Preventing Transmission of Infectious Agents in Healthcare Settings](#).

RSV Vaccines are available to protect older adults from severe RSV. Monoclonal antibody products are available to protect infants and young children from severe RSV. A healthcare provider's recommendation is one of the most important factors in whether patients choose to accept a new prevention product or vaccine. For more information on RSV immunizations, visit [CDC - Update on RSV and New Vaccine Recommendation](#).

#### References

- [ACIP-2023-24-Summary-Flu-Vaccine-Recommendations.pdf \(cdc.gov\)](#)
- [CDC - For Healthcare Professionals: RSV \(Respiratory Syncytial Virus\)](#)
- [CDC - Information for the 2023-2024 Flu Season](#)
- [CDC - Isolation Precautions | Guidelines Library | Infection Control](#)
- [CDC - People at Higher Risk of Flu Complications](#)
- [CDC - Update on RSV and New Vaccine Recommendation](#)

## Traumatic Head and Spinal Cord Injury Trust Fund Program

The Traumatic Head and Spinal Cord Injury Trust Fund (THSCI), created by the Louisiana Legislature in 1993 with Act 654, is funded by additional fees on motor vehicle violations in Louisiana for driving under the influence, reckless operation, and speeding offenses.

Louisiana's Traumatic Head and Spinal Cord Injury Trust Fund program provides services in a flexible, individualized manner to Louisiana citizens with traumatic head or traumatic spinal cord injuries. The program enables individuals to return to a reasonable level of functioning and independent living in their communities.

Services may include, but are not limited to:

1. Medical evaluations;
2. Post-acute medical care rehabilitation;
3. Rehabilitative therapies;
4. Medications/medical supplies;
5. Personal Care Attendant (PCA) services;
6. Assistive technology and equipment necessary for activities of daily living;
7. Durable medical equipment (DME);
8. Environmental accessibility modifications and repairs to these modifications;
9. Vehicle accessibility modifications and repairs to these modifications; and
10. Transportation for non-emergency medical appointments.

[Click the link for information on eligibility and how to apply for services.](#)

#### Additional Resources

- [Application for Services / THSCI Fact Sheet](#)
- [Guide](#) for Personal Assistance to People with Spinal Cord Injuries
- [Brain Injury Association of Louisiana](#)

## OCDD Waiver Compliance Alert: 90L Form Requirement

Effective **immediately**, a 90L Request for Medical Eligibility Determination or level of care form is required for all recipients of home and community based services (HCBS) waivers through the **Office for Citizens with Developmental Disabilities (OCDD)** in order to ensure compliance with federal regulations.

All initial plans of care (POCs) will require a 90L completed by a physician, nurse practitioner or physician's assistant for support planning and submission to the local governing entity for review.

If a family does not have a 90-L, support coordinators should assist families with obtaining a 90-L.

Questions should be sent to [OCDD-HCBS@la.gov](mailto:OCDD-HCBS@la.gov).

*OCDD-A-23-024/OCDD-SC-23-023*

# Health Observance Calendar - October 2023



## MONTHS

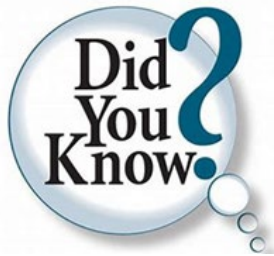
🕒 American Pharmacist Month	🕒 National Chiropractic Health Month
🕒 Breast Cancer Awareness Month	🕒 National Dental Hygiene Month
🕒 Domestic Violence Awareness Month	🕒 National Disability Employment Awareness Month
🕒 Eye Injury Prevention Month	🕒 National Down Syndrome Awareness Month
🕒 Health Literacy Month	🕒 National Physical Therapy Month
🕒 Healthy Lung Month	🕒 National Sudden Cardiac Arrest Awareness Month
🕒 Liver Awareness Month	🕒 Spina Bifida Awareness Month
🕒 Medical Ultrasound Awareness Month	🕒 Patient-Centered Care Awareness Month
🕒 National ADHD Awareness Month	🕒 Sudden Infant Death Syndrome (SIDs) Awareness Month
🕒 National Bullying Prevention Month	

## WEEKS

<b>October 1 -7</b>	<b>October 8 - 14</b>
National Health Care Supply Chain Week	Sterile Processing Week
National Midwifery Week	Healthcare Security and Safety Week
National Primary Care Week	Fire Prevention Week
Mental Illness Awareness Week	
<b>October 6 - 12</b>	<b>October 9 - 13</b>
National PA Week	National Case Management Week
<b>October 9 - 14</b>	<b>October 9 - 15</b>
National Dialysis Technician Recognition Week	Emergency Nurses Week
<b>October 12-20</b>	<b>October 16-20</b>
Bone and Joint Health Action Week	Medical Assistants Recognition Week
<b>October 15 -21</b>	<b>October 22 - 28</b>
International Infection Prevention Week (IIPW)	Pastoral Care Week/Spiritual Care Week
National Health Education Week	Respiratory Care Week
National Healthcare Quality Week	
	<b>October 23 - 31</b>
	Red Ribbon Week

World Meningitis Day	October 5
World Cerebral Palsy Day	October 6
World Mental Health Day	October 10
Healthcare Security and Safety Officer Appreciation Day	October 11
Stop America's Violence Everywhere (S.A.V.E.)	October 11
World Sight Day	October 12
Metastatic Breast Cancer Awareness Day	October 13
Global Handwashing Day	October 15
World Pediatric Bone and Joint Day	October 19
National Mammography Day	October 20
World Osteoporosis Day	October 20
National Check Your Meds Day	October 21
National Internal Medicine Day	October 28
National Prescription Drug Take Back Day	October 28
World Psoriasis Day	October 29
World Hypophosphatasia Day	October 30

## Changes to the Fiscal Employer Agent (F/EA) Service



The fiscal employer agent (F/EA) service for financial management services (FMS) provided under home and community-based service (HCBS) waiver programs administered by the Office of Aging and Adult Services (OAAS), the Office for Citizens with Developmental Disabilities (OCDD), and the Bureau of Health Services Financing (BHSF) has changed!

Effective October 1, 2023, Louisiana Medicaid will allow open enrollment of providers through Medicaid provider enrollment. Beneficiaries or an authorized representative identified as able to self-direct their services through the self-direction waiver option may do so by selecting an F/EA provider to provide financial management services.

The Louisiana Department of Health (LDH), BHSF enrolls F/EAs through the Medicaid fiscal intermediary and establishes the minimum standards for participation which provide the core requirements for FMS provided under the HCBS waiver programs administered by OAAS, OCDD, and BHSF:

1. Community Choices Waiver (CCW);
2. New Opportunities Waiver (NOW);
3. Residential Options Waiver (ROW); and
4. Children's Choice Waiver (CC).

F/EAs will provide FMS for beneficiaries eligible for self-directed services that include the following:

1. Ensure current and initial beneficiaries are provided with information they need to effectively participate in this option.
2. Management of fiscal employment and/or budget responsibilities, including the following:
  - a. Understand billing and documentation responsibilities;
  - b. Purchase approved goods and services, if allowed under the current waiver;
  - c. Track and monitor individual budget expenditures; and
  - d. Identify expenditures that are over or under the budget.
3. Provide current utilization information to ensure self-directed services are not exceeded beyond the prior authorization cap.
4. Verification of qualifications (e.g., background checks, exclusion checks, etc.) for employees hired by the employers.
5. Process employer-related payroll and required taxes in accordance with state, federal, and Medical regulation regarding vendor F/EA:
  - a. Withholding and filing federal, state, local, and unemployment taxes;
  - b. Purchasing workers' compensation or other forms of insurance;
  - c. Collecting and processing worker timesheets;
  - d. Calculating and processing employee benefits; and
  - e. Issuing payroll checks.
6. Ensure all questions from beneficiaries, the support coordinator, and Louisiana Department of Health (LDH) staff are responded to in a timely manner.

## 10 Benefits of Using the Louisiana Service Reporting Systems (LaSRS)

1. LaSRS is free to providers!
2. LaSRS automatically checks for Medicaid excluded individuals who cannot be hired
3. Workers who have smart phones will be able to use their own phones
4. Workers able to view past services
5. Streamlines check in/out process for direct service workers (DSWs) – allows clock-ins to span midnight and day and night hours without requiring the worker to re-clock in/out
6. Reduces errors and overlaps, minimizing staff time for corrections
7. More accurate data than manual time sheets
8. Access to all LDH memos and agency alerts through the LaSRS dashboard feature
9. Allows for manual data entry and edits when necessary
10. Data is exportable from LaSRS to common file formats including Excel and Notepad

### Recently Added Features:

#### Ability for:

1. Supervisors to send messages via LaSRS to their staff and check when messages are read;
2. Individual users, including DSWs, to run time and attendance reports for themselves;
3. Provider agencies to input CPR training dates and receive alerts prior to expiration;
4. Time and Attendance Report showing services worked by each DSW including total time for the period
5. Ability to collect non billable services (i.e. trainings, meetings, supervisor pop up visits)
6. Report going back one year from provider's go live date that details mismatched payments including unpaid and underpaid claims that can be re-billed to Molina.

[Evv-Policy-and-Procedures7.28.23.pdf \(la.gov\)](#)



# HEALTHY LOUISIANA OPEN ENROLLMENT

October 15, 2023 – November 30, 2023

## What is Open Enrollment?

During Open Enrollment, Medicaid members can change their health and dental plan. Open Enrollment begins on **October 15** and ends at **6:00 PM** on **November 30, 2023**. Changes made during this time will go into effect on **January 1, 2024**.

## How Do You Pick a Plan?

Members will receive a letter in the mail with instructions for how to change plans during Open Enrollment and other helpful information. You may receive this information by email or text message if you have opted in.

Get tips for how to choose the best plan for you and your family at [www.myplan.healthy.la.gov](http://www.myplan.healthy.la.gov) or on the free **Healthy Louisiana Mobile App**.

## Choosing Your Plan

Choose one of six health plans:

**Aetna Better Health**  
**AmeriHealth Caritas of Louisiana**  
**Healthy Blue**  
**Humana Healthy Horizons**  
**Louisiana Healthcare Connections**  
**United Healthcare of Louisiana**

Choose one of two dental plans:

**DentaQuest**  
**MCNA Dental**

If you have questions or did not receive your Open Enrollment information, call **1-888-342-6207**.





## Remittance Advice Corner

### 2023 Physician-Administered Drug Reimbursement Update

Effective for dates of service beginning on January 1, 2023, Louisiana Medicaid updated the reimbursement rates on the fee-for-service file for physician-administered drugs and covered vaccines for professional services.

Claims previously submitted for these drugs or vaccines with dates of service on or after January 1, 2023, will be systematically adjusted to ensure proper payment. No action is required by the provider.

For questions related to this information as it pertains to fee-for-service Medicaid claims processing, please contact Gainwell Technologies Provider Services at (800) 473-2783 or (225) 924-5040.

Questions regarding managed care claims should be directed to the appropriate managed care organization.

## Louisiana Medicaid Updates and Authorities



Keep up to date with all provider news and updates on the Louisiana Department of Health website:

[Health Plan Advisories | La Dept. of Health](#)  
[Informational Bulletins | La Dept. of Health](#)

Louisiana Medicaid State Plan amendments and Rules are available at

[Medicaid Policy Gateway | La Dept. of Health](#)





**One death by suicide occurs every 11 minutes in this country.** This statistic is both sobering and heartbreaking, but it’s also a statistic that should move us to act. The Office of Behavioral Health and all of LDH are committed to addressing the mental health emergency in Louisiana with the same urgency, compassion and selflessness we so often experience in the aftermaths of hurricanes and other disasters.

However, we also acknowledge that this isn’t easy. It’s difficult caring for loved ones, neighbors and ourselves while in the throes of emotional crises, especially when long-standing stigmas around mental health still exist.

This is why we are launching a new awareness campaign for the [Louisiana 988](#) helpline this month. Louisiana 988 celebrated its first anniversary in July with some [major successes](#), and we recognize there is more to do.

Our hope for this new initiative is to continue our progress by reaching vulnerable communities, including individuals who are Black, Indigenous and People of Color (BIPOC), LGBTQ+ people and veterans. We also want to send an important message to Louisiana residents: All of us need help sometimes, free of stigma, and that’s available through the 988 helpline. An easy call or text to 988 ensures everyone has confidential access to quality emotional support, no matter the cause.

So, if the 11-minute statistic speaks to you or moves you to action, or you just want to talk, a simple way to help those in need is to talk about the 988 helpline with your loved ones.

“Like” and share our 988 posts on [Facebook](#), [Twitter](#) and [Instagram](#) as they begin rolling out throughout September.

And, perhaps most importantly, check in with your friends, family and neighbors — yes, even those who may seem happy, healthy and strong.

We all need support sometimes, and help and hope are available right now. The helpline works and helps thousands of people every day.

## Manual Chapter Revision Log

A recent revision has been made to the following Medicaid Provider Manual chapters. Providers should review the revisions in their entirety at [www.lamedicaid.com](http://www.lamedicaid.com) under the “Provider Manual” link:

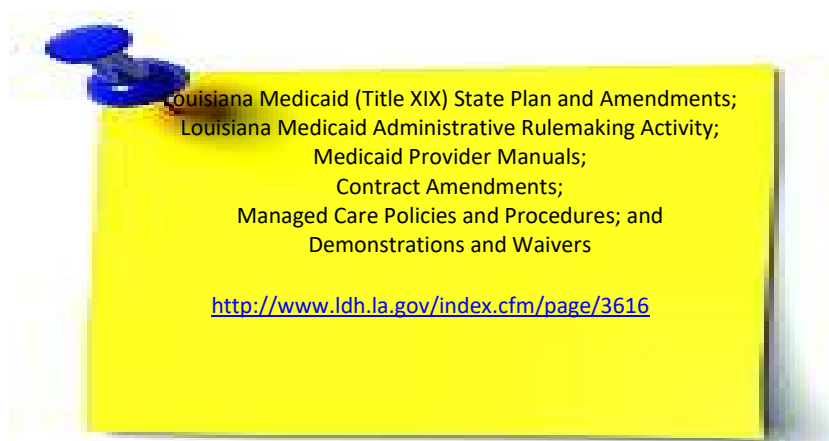
Manual Chapter	Section(s)	Date of Revision(s)
Behavioral Health <a href="#">Behavioral Health</a>	Section 2.3 – Outpatient Services – Peer Support Services	09/01/23

Manual Chapter		Section(s)
<p>Medical Transportation</p> <p><a href="#">Medical Transportation</a></p>	<ul style="list-style-type: none"> <li>• Section 10.0 – Overview</li> <li>• Section 10.2 – NEMT – Scheduling and Dispatching</li> <li>• Section 10.3 – NEMT – Provider Requirements</li> <li>• Section 10.4 – NEMT – Provider Responsibilities</li> <li>• Section 10.7 – Ambulance - Overview</li> <li>• Section 10.8 – Ambulance – Emergency Ambulance Transportation</li> <li>• Section 10.9 – Ambulance – Non-Emergency Ambulance Transportation</li> <li>• Section 10.10 – Ambulance – Air Ambulance</li> <li>• Section 10.13 – Ambulance – Claims and Encounters</li> <li>• Section 10.15 – Appendixes</li> <li>• Section 10.15.1 – Contact Information</li> </ul>	<p>09/25/23</p>
<p>EPSDT Health and IDEA – Related Services</p> <p><a href="#">EPSDT Health and IDEA – Related Services</a></p>	<ul style="list-style-type: none"> <li>• Section 20.0 – Overview</li> <li>• Section 20.1 – Covered Services</li> <li>• Section 20.2 – Eligibility Criteria</li> <li>• Section 20.3 – Provider Requirements</li> <li>• Section 20.4 – Program Requirements</li> <li>• Section 20.5 – Record Keeping</li> <li>• Section 20.6 – Reimbursement</li> <li>• Appendix A – Procedure Codes</li> <li>• Appendix B – Definitions/Acronyms</li> <li>• Appendix C – Claims Filing</li> <li>• Appendix E – Contact/Referral Information</li> </ul>	<p>09/07/23</p>
<p>Professional Services</p> <p><a href="#">Professional Services</a></p>	<ul style="list-style-type: none"> <li>• Section 5.1 – Covered Services – Tobacco Cessation Counseling Services</li>   <li>• Table of Contents</li> <li>Section 5.1 – Covered Services – Tobacco Cessation Counseling Services</li> </ul>	<p>09/01/23</p> <p>09/14/23</p>

## Medicaid Public Notice and Comment Procedure

As of Aug. 1, 2019, a public notice and comment period is required before certain policies and procedures are adopted. Drafts will be published on LDH's website to allow for public comment, as per HB 434 of the 2019 Regular Legislative Session. This requirement applies to managed care policies and procedures, systems guidance impacting edits and payment, and Medicaid provider manuals.

In compliance with R.S. 46:460.51(15), 460.53, and 460.54, this procedure provides for a defined term, a public notice requirement, implementation of a policy for the adoption of policies and procedures, and for related matters. Public Comments for the following policies and procedures may be submitted at the link below.



## Useful Links

- Louisiana Medicaid Informational Bulletins – <https://ldh.la.gov/page/1198>
- Subscribe to Informational Bulletin Updates by Email - <https://ldh.la.gov/index.cfm/communication/signup/3>
- Pharmacy Facts Newsletter– <https://ldh.la.gov/page/3036>
- Louisiana Medicaid COVID-19 Provider Guidance - <https://ldh.la.gov/page/3872>

## Provider FAQs

1. [\*Where is there a listing of Parish Office phone numbers?\*](#)
2. [\*If a recipient comes back with a retroactive Medicaid card, is the provider required to accept the card?\*](#)
3. [\*Does a recipient's 13-digit Medicaid number change if the CCN changes?\*](#)
4. [\*Are State Medicaid cards interchangeable? If a recipient has a Louisiana Medicaid card, can it be used in other states?\*](#)
5. [\*Can providers request a face-to-face visit when we have a problem?\*](#)
6. [\*For recipients in Medicare HMOs that receive pharmacy services, can providers collect the Medicaid pharmacy co-payment?\*](#)
7. [\*Do providers have to accept the Medicaid card for prior services if the recipient did not inform us of their Medicaid coverage at the time of services?\*](#)
8. [\*Who should be contacted if a provider is retiring?\*](#)
9. [\*If providers bill Medicaid for accident-related services, do they have to use the annotation stamp on our documentation?\*](#)

10. [What if a Lock-In recipient tries to circumvent the program by going to the ER for services?](#)
11. [Does the State print a complete list of error codes for provider use?](#)
12. [If providers do not want to continue accepting Medicaid from an existing patient, can they stop seeing the patient?](#)

## For Information or Assistance, Call Us!



### General Medicaid Eligibility Hotline

1-888-342-6207

### Provider Relations

1-800-473-2783

(225) 294-5040

[Medicaid Provider Website](#)

### Point of Sale Help Desk

1-800-648-0790

(225) 216-6381

### MMIS Claims Processing Resolution Unit

(225) 342-3855

[MMIS Claims Reimbursement](#)

### Prior Authorization:

#### Home Health/EPSDT – PCS - Dental

1-800-807-1320

1-855-702-6262

[MCNA Provider Portal](#)

#### DME and All Other

1-800-488-6334

(225) 928-5263

### MMIS/Recipient Retroactive Reimbursement

(225) 342-1739

1-866-640-3905

[MMIS Claims Reimbursement](#)

### Medicare Savings

1-888-544-7996

[Medicare Provider Website](#)

### Hospital Pre-Certification

1-800-877-0666

### For Hearing Impaired

1-877-544-9544

### REVS Line

1-800-776-6323

(225) 216-(REVS)7387

[REVS Website](#)

### Pharmacy Hotline

1-800-437-9101

[Medicaid Pharmacy Benefits](#)

### Medicaid Fraud Hotline

1-800-488-2917

[Report Medicaid Fraud](#)